

INFORMATION DOCUMENT

SAFETY BRIEFING

It is important a consistent and comprehensive safety briefing is given to all customers at the start of an activity to ensure they are fully aware of the following:

- What the activity will involve (physical requirements, route, timeframes etc).
- The risks posed by the activity.
- Your safety expectations (dos and don'ts) relating to processes, behaviours, no-go areas, equipment use, following of instructions and signs, wearing of personal protective equipment etc.
- How to call for assistance in the event of an emergency.
- Any other relevant safety information (i.e. a general reminder to parents/guardians to supervise children where applicable).

Customers need to know this information so that they are aware of what they are getting themselves into and are making a fully informed choice to participate in the activity (and all it entails). This information will also serve to keep themselves and others safe during the excursion.

You should ensure this briefing is in a language/languages the customer grouping can generally understand, and is clearly understood. It is good practice to check customers' understanding of your expectations by having them sign a safety briefing document to confirm their understanding. This also provides you with hard evidence the safety briefing was given/received – in the event of a legal case or audit for instance.

Safety briefings are often given verbally, in-person. You may request the excursion group form a huddle, ensuring all members are present. You should ensure customers are close enough to hear you and remain undistracted throughout. Don't forget to give customers time at the end to ask any questions they may have.

If some customers within the group do not understand the language the briefing is in to a reasonable level, you should have alternative ways of communicating this information. Consider having a written transcript of your safety briefing in a variety of languages. You should also consider using pictorial safety cards where these can clearly convey the necessary information. You can field questions from those customers with language difficulties by, for example, asking one of the other group members to translate (where possible) and/or by using a credible language translation tool/app (of which many are available).

If you have customers who, as a result of their personal characteristics, are posed a significantly higher degree of risk by the activity than others, then you should ensure you provide them with an individualised safety briefing in addition to the main, group briefing. These include but are not limited to people with physical and mental disabilities, people with young children and very elderly people. You should inform these customers (and their carers/parents/guardians as applicable) of any additional arrangements, rules and procedures that are in place for their specific protection/safety.

Where it is infeasible to deliver a safety briefing verbally, in-person, you should consider using other means. An audio recording would be one of doing this: In a bus for instance you could play a safety briefing recording over the audio system, reminding customers to fasten their seat belts; to remain in seats whilst the vehicle is in motion etc. You can also use clear and legible safety signage using pictograms to communicate information to customers. This signage should be strategically located so that people cannot miss it, and ensure they read it prior to participation in the activity. For example, on a chairlift, you may want to communicate via signage how people should sit on the chair, raise/lower the bar etc.